

ABSTRACT OF THE DISCLOSURE

An interactive voice response system that allows a caller to perform a series of sequential tasks based on an instruction set. The caller is queried after each instruction to ensure that the caller has successfully completed all of the steps. Additionally, provisions are provided to automatically pause the instruction set and present reminders to the caller. Further the caller may elect to repeat instructions, back up the instruction set, receive additional details, transfer to a service representative, or receive summary information.